



December 16, 2014

Federal Communications Commission
525 12th Street, SW
Washington, DC 2005

In the Matter of: Enhanced 911 Location Accuracy - Proceeding # 07-114

Dear Chairman Wheeler and FCC Commissioners:

Consumers rely on wireless services for everyday communication needs - including calling 911. As a public safety official in Arizona, I know first-hand how important reliable and accurate emergency services are to a local community.

For emergency service workers, a critical component for receiving emergency calls is having the location of the individual calling 911, especially if he/she cannot describe their location. Knowing the location of the caller allows public safety officials to respond and treat the emergency quickly and effectively. When a wireless caller dials 911, the Commission requires the latitude and longitude information of the individual calling be sent to the local 911 call center.

The Commission has recognized the importance of location accuracy for wireless 911 calls, by proposing new rules with benchmarks that would bolster location accuracy for indoor environments. In addition to proposing new rules, the Commission also encouraged the public safety community, wireless industry and other stakeholders to work collaboratively on developing recommendations for establishing stronger indoor and outdoor location accuracy solutions for wireless 911 calls.

Thankfully, the Association of Public Safety Communications Officials along with the wireless industry and National Emergency Number Association have developed a responsible multi-phase plan for strengthening wireless 911 location accuracy – one that far exceeds the Commission's initial proposed rules.

Their proposed plan relies on proven technologies like Wi-Fi and Bluetooth. The proposed plan calls for an aggressive timeline of test beds to validate technologies and vendor performance rather than relying on an unproven proprietary technology. Even more encouraging is that their plan is technology neutral and will rely on multiple technology solutions giving local public safety officials greater options for meeting specific community needs.

It is imperative that as a country, we improve the location accuracy for wireless 911 callers so our local public safety officials can effectively address emergency needs of their communities. It is promising that a broad cross-section of wireless service providers and public safety representatives can come together and propose what is truly in the best interest of communities throughout Arizona and the rest of the country. Therefore, I hope the Commission will give serious consideration to the consensus proposal from the public safety community and wireless industry.

Sincerely,

A handwritten signature in black ink that reads "Cori Hayes". The signature is fluid and cursive, with the first name "Cori" and last name "Hayes" clearly distinguishable.

Cori Hayes
Assistant Chief
Mesa Fire and Medical Department